

Appendix I: Accessing the CRM

Process for Activating Users

There is a two-point approval process for accessing the CRM. To access the BHDDA CRM, a user must have a MiLogin Account, using the same email address (must be an agency email address.) If the user has an existing MiLogin Account, this account may be used to login and request access.

BHDDA CRM Authorization Process

An IT System Administrator will contact BHDDA Administrators via email indicating the first and last name, position title, email, and phone number for the individual who requires access to the CRM.

- Send emails to: MDHHS-MiCALLogin@michigan.gov

MiLogin Registration and Login to the CRM Instructions

Job Aid – *MiLogin Self-Registration*

Introduction

This job aid provides step-by-step instructions for MiLogin Self-Registration, which will enable users to log into both the BHDDA CRM practice environment and production environments.

- Production Environment – “Live Environment” to be used to complete day-to-day operational tasks.
- Please see Job Aid *Log-In Instructions_Training Environment* for instructions on how to access the Practice Environment. This process is also outlined at the end of Appendix 1 after instructions on obtaining access to the live environment.

MiLogin is the state of Michigan Identity Management solution that allows users the ability to access many state services and systems online, across multiple departments, using a single user ID and password. Businesses and organizations will use MiLogin for Third Parties.

There are also extensive self-service capabilities to help with online password resets and profile updates. To leverage these capabilities, users are encouraged to provide accurate contact information during the registration process.

MiLogin Password and Account Management

Forgot Password:

Use the '[Forgot Your Password?](#)' link on the MiLogin Home page to initiate the password reset.

Forgot User ID:

Use the '[Forgot your User ID?](#)' link on the MiLogin Home page to retrieve User ID.

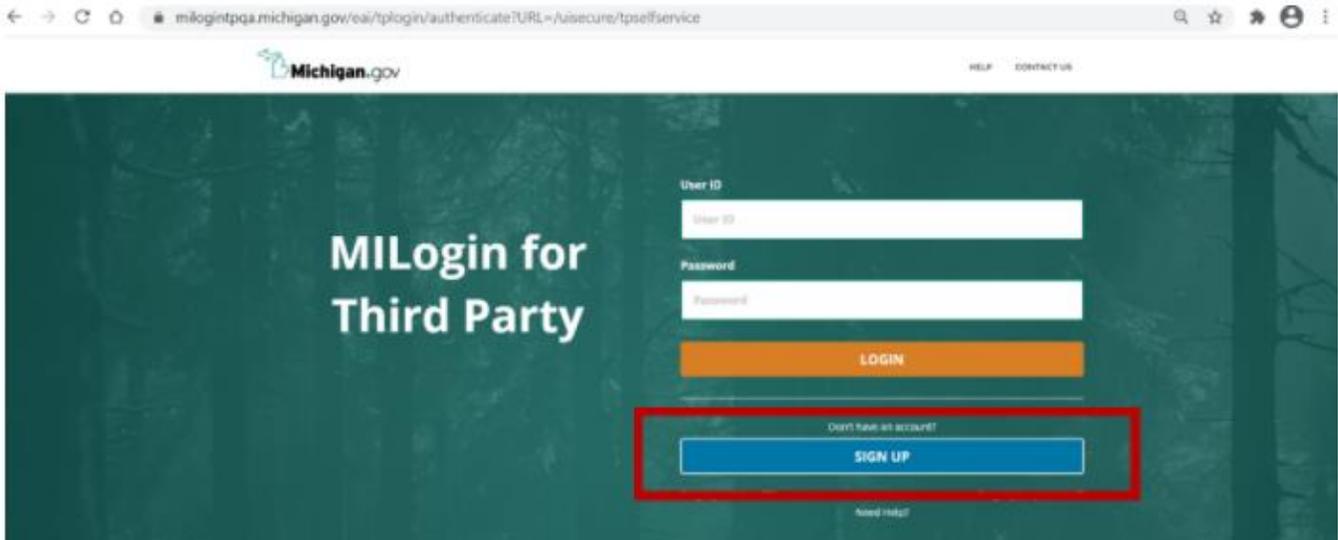
Account Locked:

If your MiLogin account has been locked, it will automatically be unlocked after 30 minutes.

*** Skip Steps 1 through 4 if you have an existing MiLogin account**

Step 1

Navigate to the MiLogin Third Party portal located at <https://MiLogintp.michigan.gov/>. Click 'Sign Up'.



Step 2

On the following page, complete all required information.

1. Enter your CMHSP/PIHP email address.
 - o Email address must be an official work email address for approval
2. The system will ask a verification question
3. Click the 'I agree to the terms & conditions' checkbox and click "Next".

* First Name	Middle Initial	* Last Name	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
* Email Address	* Confirm Email Address		
<input type="text"/>	<input type="text"/>		
By providing an e-mail address, a new PIN can be sent to you to help with resetting a forgotten password.			
* Work Phone Number	Mobile Number		
<input type="text"/>	<input type="text"/>		
By providing a mobile number, a text message can be sent to you to help with resetting a forgotten password.			
* Verification Question: Bee, chin, ankle, leg and dog: how many body parts in the list?			
<input type="text"/>			
<input type="checkbox"/> I agree to the terms & conditions			
<input type="button" value="NEXT"/>		<input type="button" value="RESET"/>	

Step 3

Complete all required information and click 'Create Account'. Select desired 'Security Option'; the 'Text/SMS' option is recommended.

Create Your Account

1 Profile Information 2 Security Setup 3 Confirmation

Security Setup

Provide user ID and password information to complete your profile.

* Required

* User ID

6745678901234 ✓

* The user ID is unique.

* Password

***** ✓

* Confirm New Password

***** ✓

User ID Guidelines

- Enter your name. For most, enter a number with no space between them. For example, your first and last name as an example for the four digit number, you could enter 1234.
- User ID cannot contain spaces.

Required Guidelines

- Must be at least 8 characters in length.
- Must include characters from 3 of the following categories:
 - Upper case letter (A-Z)
 - Lower case letter (a-z)
 - Numbers (0-9)
 - Special characters (\$%^&*~!@_#-+=)
- Should not be one of the last 2 used passwords.
- Should not be based on your user ID.

* Security Options

To choose your preferred password recovery method(s), please click on the buttons below. Multiple options can be selected.

Email Mobile (Text/SMS) Security Questions

* Email

priyakkumar@yahoo.com

By providing an e-mail address, a new PDF can be sent to you to help with resetting a forgotten password.

CREATE ACCOUNT **BACK**

Step 4

You will receive an email that contains the following: "This is to confirm that your request for online account creation has been submitted successfully. Your User ID is xxxxxxxx."

Step 5

Return to the MiLogin Third Party Portal: <https://milogintp.michigan.gov/>

Step 6

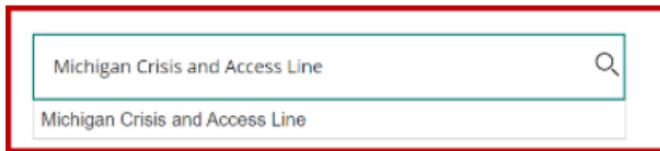
Click 'Request Access' and enter '**Michigan Crisis and Access Line**' in the search application. The application will appear in the drop-down menu. This will give you access to the **Live Environment**.

*Note: Access to the Training Environment must also be requested, see instructions at the start of the next section.

Request Access

Search Application

Search for an application with a keyword or select an agency to view its applications



Step 7

A pop-up window will appear. Click 'Acknowledge/Agree'.



Step 8

Complete the required information section and click 'Submit'.

Request Access



1 Search Application 2 Additional Information 3 Confirmation

Additional Information

Provide following information to submit your access request

* Required

* Email Address

* Work Phone Number

SUBMIT RESET

Step 9

A confirmation notification will appear.

MILogin for Third Party

HOME REQUEST ACCESS UPDATE PROFILE SECURITY OPTIONS CHANGE PASSWORD LOGOUT

Request Access



1 Search Application 2 Additional Information 3 Confirmation

Confirmation

✓ Success

The request for your access has been successfully submitted.

You will see the updated list of application(s) on your home page once it is processed.

HOME

Step 10

Once your request is approved, you will receive a notification email.

Step 11

Use your login credentials to access the MiLogin Third Party Portal: <https://MiLogintp.michigan.gov/>.

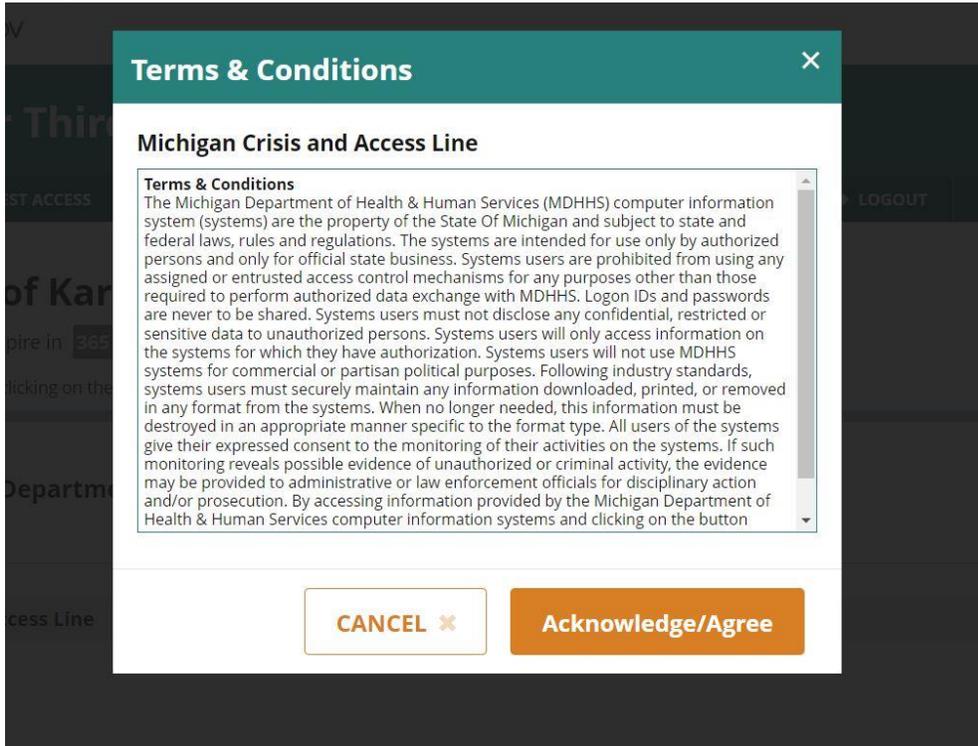
Step 12

From your Account Home Page, click on the link to access the Michigan Crisis and Access Line

The screenshot shows the 'MiLogin for Third Party' interface. At the top, there is a dark teal header with the title 'MiLogin for Third Party' and a navigation bar containing links for HOME, REQUEST ACCESS, UPDATE PROFILE, SECURITY OPTIONS, CHANGE PASSWORD, and LOGOUT. Below the header, the page title is 'Home Page of [redacted]'. A notification indicates 'Your password will expire in 365 days'. A section titled 'Access your applications by clicking on the application links below' contains a card for the Michigan Department of Health & Human Services (MDHHS). Within this card, the link 'Michigan Crisis and Access Line' is highlighted with a red rectangular border.

Step 13

Accept the Terms and Conditions



Step 14

Select your preferred method of Multifactor Authentication



MILogin Multifactor Authentication (MFA)

Hello [REDACTED]

Please select one of the following options to proceed with additional required authentication.

* Required



You will get a call on your work phone number XXX-XXX-XXXX

Step 15

Enter a passcode and click 'Submit'.

MILogin for Third Party

MILogin Multifactor Authentication (MFA)

Enter Passcode

* Required

* Passcode

5127275

For a different option, click on the Back button.

SUBMIT BACK

Step 16

The BHDDA CRM home page will automatically appear in a new tab.

mcuatnp-mcal-prod.cs32.force.com/partnerportal/s/

MiCAL Michigan Crisis and Access Line

Home Inquiries Reports Files Accounts

Account Pascal

Phone 1 1234567890 Email oatleyd@michigan.gov Certification Status Provisionally Certified

Details	Certification Services	Crisis Services	Other Services	Related Contact	More
Name			Agency Number		
Pascal			12345		
Site Name			Agency		
Pascal			Kaiser Institute		
AKA(Also Known As) Name(s)			Agency Status		
JJ			Active		
Type			Agency Description		

Filters: All time • All activities • All types

Refresh • Expand All • View All

Upcoming & Overdue

No next steps.

To get things moving, add a task or set up a meeting.

April 2021 This Month

Training Environment Access Request Instructions

Step 1

Use your login credentials to access the MiLogin Third Party Portal: <https://MiLogintpqa.michigan.gov/>.

Step 2

Click on 'Request Access' from the menu at the top of your Home Page



Home Page of [REDACTED]

⌚ Your password will expire in **365** days

Access your applications by clicking on the application links below

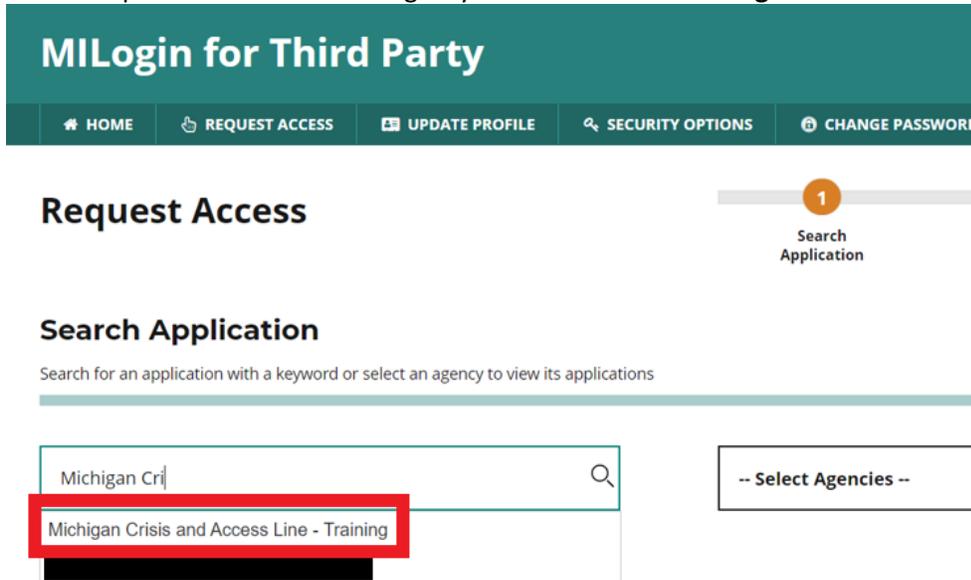


Michigan Department of Health & Human Services (MDHHS)

Michigan Crisis and Access Line

Step 3

Enter '**Michigan Crisis and Access Line – Training**' in the search application. The application will appear in the drop-down menu. This will give you access to the **Training Environment**.



Step 4

A pop-up window will appear. Click 'Acknowledge/Agree'.



Step 5

Complete the required information section and click 'Submit'.

A screenshot of a 'Request Access' form. At the top right, a progress bar shows three steps: 1. Search Application (checked), 2. Additional Information (active), and 3. Confirmation. The main heading is 'Request Access'. Below it is the 'Additional Information' section, which includes the instruction 'Provide following information to submit your access request' and a legend '* Required'. There are two input fields: '* Email Address' and '* Work Phone Number'. At the bottom, there are two buttons: 'SUBMIT' (highlighted with a red border) and 'RESET'.

Step 6

A confirmation notification will appear.

The screenshot displays the 'MiLogin for Third Party' interface. At the top, a dark teal header contains the title and a navigation menu with links for HOME, REQUEST ACCESS, UPDATE PROFILE, SECURITY OPTIONS, CHANGE PASSWORD, and LOGOUT. Below the header, the 'Request Access' section features a progress indicator with three steps: 1. Search Application (checked), 2. Additional Information (checked), and 3. Confirmation (highlighted in orange). Underneath, the 'Confirmation' section shows a green success message: 'Success. The request for your access has been successfully submitted. You will see the updated list of application(s) on your home page once it is processed.' An orange 'HOME' button is located at the bottom left of the page.

Step 7

Once your request is approved, you will receive a notification email. The Michigan Crisis and Access Line Training Environment will now appear on your MiLogin Home Page. Follow Steps 12-16 from **'MiLogin Registration and Login to the CRM Instructions'** above to enter the Training Environment.